

VIRGINIA RELAY SERVICE
Customer Contact Report
(February, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	5	5	10
Relay/OSD Related			
Other			
Total Commendations	5	5	10
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)	1		1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)		1	1
Total Complaints	1	2	3
III. Inquiries/Comments	Voice	TTY	Total
General Information	2	3	5
Outreach/Marketing		1	1
Explain Relay	2		2
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related			
Other	2	1	3
Total Inquiries/Comments	7	5	12
Grand Total	13	12	25